



AFFORDABLE HOUSING

|

**MOBILITY SCOOTER POLICY
AND PROCEDURE**



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BACKGROUND

We recognise that our customers should, under the Equality Act 2010, have a quality of life which allows our customers to have the provision for full mobility, which includes the right to own a mobility scooter.

We recognise our duty to protect the health and safety of our customers, staff and colleagues, as well as to conform to fire safety regulations.

We have a duty to ensure that mobility scooters are being used legally with full responsibility taken by the owner who resides in a property managed by us.

FIRE SAFETY REQUIREMENTS

Mobility scooters are highly flammable and may compromise escape routes in the case of fire. Therefore, they are not permitted in any internal communal areas (unless within an approved fire safe storage area) and should only be stored within approved fire safe storage areas, or the customer's flat, with our agreement.

Customers may store and charge a scooter in their flat as long as this does not compromise their safety if there is a fire. A risk assessment must be conducted with individual customers. In particular, the access route to the customers flat must be assessed and whether the customer is able to safely manoeuvre the mobility scooter to the flat.

MOBILITY SCOOTER STORAGE

Types of Mobility Scooter

There are several difference classes of mobility scooter (which are fully detailed within Appendix 5). Class 1 & 2 are permitted to be used within developments but class 3 scooters are not permitted to be stored inside developments or flats, as they are road-going vehicles and difficult to accommodate safely.

Storage of Mobility Scooters in our Developments

We will give consideration to establishing a designated area in each development for storage and charging of scooters in line with the requirements in this policy and the Storage of Materials and Equipment in Common Areas policy and the Removal and Disposal of Goods procedure.

Rationale to identify the maximum number of storage spaces:

Assume a space of 1.5m (length) x 1m (width) for each vehicle will be required, in a well ventilated area which enables the user to manoeuvre in and out without damaging the building structure or décor, without posing a fire, trip or other safety hazard or causing obstruction or nuisance to others. Headroom and space to get up and in and out of the vehicle needs to be accommodated too. Therefore, as an example, a space that measures 1.5m (length) x 5.5m (width) will be able to accommodate five typical class 2 vehicles.

There are some developments where the design and location does not allow safe storage facilities. It may be that storage is only authorised within customer's flats in these developments, if the flat is suitable.

Unacceptable storage

Storage and charging of mobility scooters within any internal communal area is **strictly forbidden** within all developments. In particular, under-stairs spaces must not be used as storage as this compromises the fire safety of the means of escape in the event of a fire.

Failure to comply with the requirements set out in this policy will be treated as a breach of tenancy and enforcement proceedings will commence to remove the mobility scooter from the development permanently.

Any fines imposed on us for breach of Fire Regulations, directly attributable to a breach of these storage requirements, will be recharged to the appropriate person.

No alterations can be made to the communal areas, a customer's home or other spaces within a development without written consent from us, which will not be unreasonably withheld. In all cases, customers will be consulted.

Storage within a designated scooter store

If customers wish to store their mobility scooter within a designated scooter store they must follow the terms and conditions within this policy. Storage is managed through a permit system (detailed below) and is operated on a first-come first-serve basis.

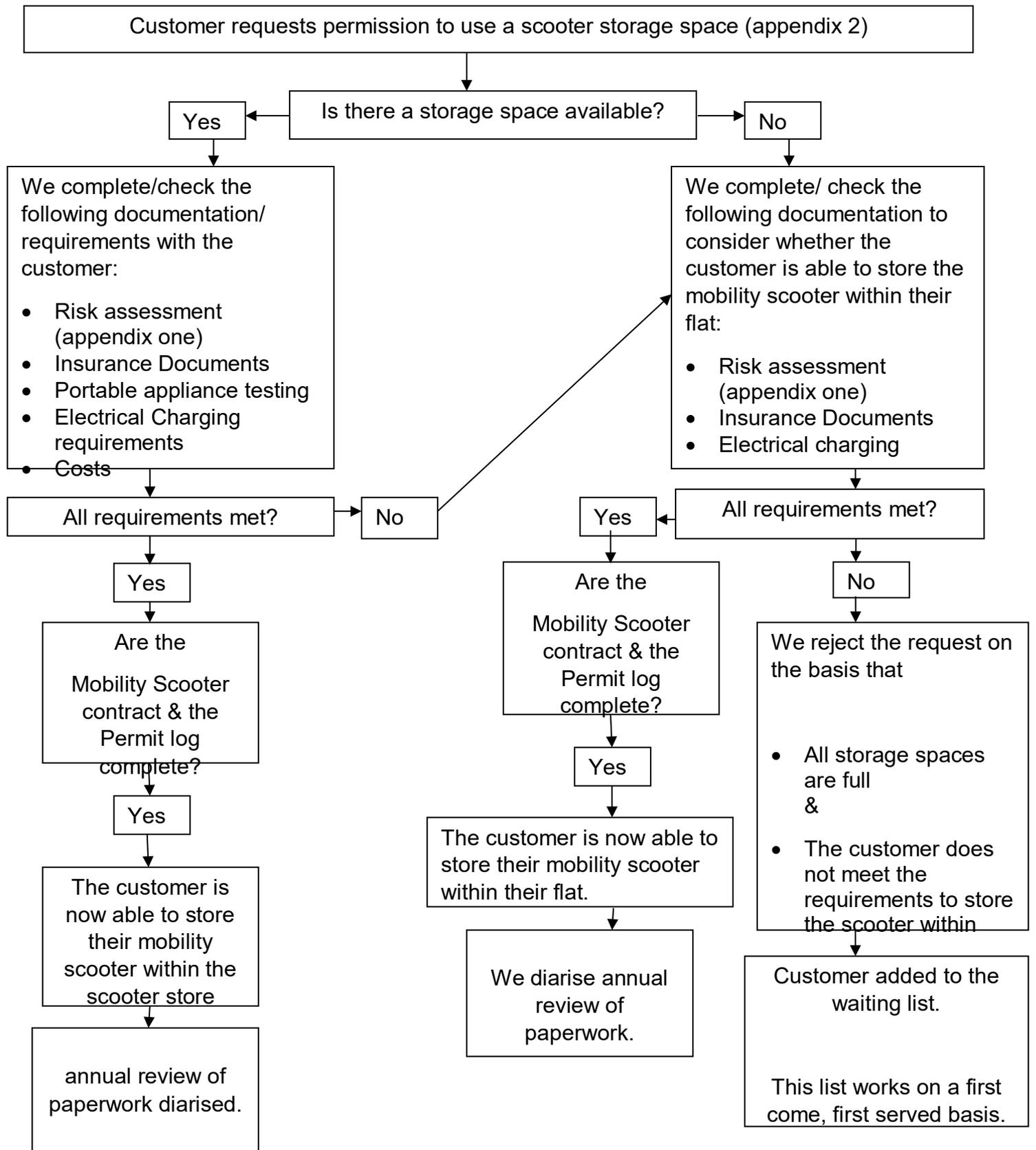
Scooter Pods

In some developments, scooter pods are provided and storage must follow the terms and conditions within this policy.

PERMISSION PROCESS

The permission process is summarised in the flow chart below; each stage is outlined further within the procedure.

A stage 3 aids and adaptations fund request could potentially fund individual cases of requests for storage.



PERMISSION PROCEDURE

Customer requests permission to use a scooter storage space

A customer must request permission to store, use and charge a scooter within the development or their flat by completing a Mobility Scooter Request Form (Appendix 2).

If a customer is thinking of purchasing a mobility scooter, permission must be sought from us before purchase, if they want to store the scooter within the development. This is to make sure the scooter can be stored safely and there is adequate storage space available.

We will require a letter from your GP or an assessment from an Occupational Therapist confirming that you require a mobility scooter.

We will review the request and grant/ deny permission by following the procedure outlined below:

Completing the required Documentation and Checks

Complete the Risk Assessment

We will carry out a risk assessment for each designated storage and charging area around the development – this includes storage within a customer's flat. Approval of the request to store the mobility scooter within the development is dependent upon the completion of a satisfactory risk assessment. We will run through the risk assessment with the customer, ask them to sign a copy, keep a copy for the file and give the customer a copy.

The risks outlined on the Risk Assessment document (Appendix 1) are not limited to those indicated; additional local risks to a development may apply and must also be recorded on the Risk Assessment document.

The risk assessment does not only consider the storage of the scooter but also considers the use of the mobility scooter within the development and whether it can be safely manoeuvred to the storage area.

Check the applicant has relevant Insurance

There is no legal requirement to have mobility scooter insurance however we require that insurance is in place if the vehicle is to be used and stored within one of our developments. Allocation of a storage space is dependent upon the presentation of satisfactory insurance documentation.

The owner of a mobility scooter kept on our property must provide us with a copy of the current insurance certificate on commencement of storage arrangements and every year after that. This should include provision for liability insurance in case of damage to buildings and injury involving people who may be living at or visiting the development.

Any damage to our property caused by a mobility scooter will be recovered through the owner's insurance company. If the owner does not have a current insurance certificate, they will be personally liable for all costs, and asked to remove the scooter from the development immediately.

Customer awareness of the conditions of use of the Mobility scooter

Mobility scooters are only permitted to be used inside the development in order to get from the permitted storage area (including where storage is within the customer's flat) to the outside and vice versa.

Where the designated area for storage is outside, mobility scooters cannot be used inside the development. Where the designated storage area is outside the building and the customer has an Occupational Therapy recommendation to state that they cannot walk from the designated storage area to their flat, their mobility scooter must be approved for storage within their flat.

Some developments may have lifts that are not able to take the weight of a mobility scooter and local decisions will be made in these cases.

Customer Awareness of the Portable Appliance Testing requirements

During the application process the customer will be informed of the portable appliance testing (PAT) requirements. All vehicles charged within a designated scooter storage area will require a PAT annually to ensure that the charging equipment is in a fit state to be used. This will be organised and/or carried out by us along with all other equipment on the scheme. Should the charger fail the PAT test it will be the owner's responsibility to repair/replace the damaged item, before it can be used again (Appendix 3).

Customer Awareness of the Electrical Charging requirements

During the application process the customer will be informed of the charging requirements for mobility scooters. Charging of mobility scooters is particularly high risk and should only

be undertaken behind a fire resistant door and never on a stairwell or on any escape route. Charging should always be undertaken in accordance with the manufacturer's instructions and mobility scooters should not be left on permanent charge (Appendix 3).

Costs

Where customers are using communal storage/charging points, we must arrange for the cost of storage/electricity to be recharged to the customer. Charges for storage and electricity usage are set at £60 per year or **£5.00 per month**** to be payable by the customer. The charge for PAT testing is **£3.50 per year** (assuming this is conducted alongside other equipment in the development).

In a scooter pod the charge is £17.90 per month plus £3.50 per year for PAT testing. We have to rent the scooter pods and maintain them.

These charges will be reviewed annually and customers will be given 28 days notice of any changes.

Approving or denying the Application

Complete the Mobility Scooter Contract document

Once we have decided to approve the application then the customer must sign a Mobility Scooter Contract (Appendix 3). One copy is kept with the customer and one copy is kept within the tenancy/property file.

Where permission is granted, the customer must agree and comply with all conditions placed upon the storage and usage of the vehicle. We reserve the right to withdraw permission at any time if the conditions of the procedure are broken.

Complete the mobility scooter log

In order to keep track of the number of spaces allocated, a Permit Log must be completed and kept on file in the development (Appendix 4).

Where permission cannot be granted, due to exceeding the maximum permissible number of spaces already allocated, details must be added to the Permit Log (Appendix 4), showing the customer is on a waiting list. When a space becomes available the customer at the top

of the list must be offered that space in accordance with the conditions of the Mobility Scooter Policy.

Where the number exceeds the maximum permissible number within the development, the development Manager/Housing Officer will work with the customers to achieve a mutual solution.

Customer Competency

A customer must be able to demonstrate adequate capability to operate a scooter in a safe and controlled manner to ensure the safety of themselves and other customers, staff, visitors and the general public. Situations which may affect a customer's ability to operate a scooter could include, but are not restricted to:

- Vision
- Medical conditions
- Impairment due to alcohol or other substance.

If after a risk assessment the customer demonstrates a high risk a decision may be taken to refuse the customer permission to have a scooter on our property. This will be noted on the risk assessment and the reasons detailed on the form returned to the customer.

Places for People	Location		Activity: Use and storage of mobility scooter	
Persons involved in the assessment:	Date Completed:	Date of Previous:	Review date: <i>Annually or after any significant changes to work activities</i>	Number of Pages: 1 of
HAZARD IDENTIFICATION	PERSONS AT RISK	RISKS TO HEALTH AND SAFETY	CONTROL MEASURES	FURTHER ACTION REQUIRED YES/NO
Storage within common area means of escape	Employees, Customers, visitors	Risk of fire, arson, obstruction of means of escape, slips, trips and falls	<ul style="list-style-type: none"> ▪ Storage of Materials and Equipment in Common Areas Policy followed ▪ Mobility Scooter Policy and Procedure—implemented and managed in developments ▪ Identification of safe storage area eg inside flat or designated areas with appropriate fire safety measures eg fire detection equipment, fire doors. 	<i>If YES record on Risk Assessment Action Plan</i>

			Removal of items from baskets/bags	
Storage in flat or designated area away from means of escape	Employee, customers, visitors	Risk of fire, slips, trips and falls	<ul style="list-style-type: none"> ▪ Mobility Scooter Policy and Procedure implemented to make sure that allocation of space in a scheme is followed accordingly. Permit system managed and recorded including sign up of new customers ▪ Scooters must be stored in flat/area behind a fire resistant door. ▪ Avoid storing in means of escape from flat ▪ Ensure fire detector is tested 	
Poorly maintained scooter resulting in fire hazard	Employees, customers, visitors	Injury eg burns, smoke inhalation	<ul style="list-style-type: none"> ▪ Scooter serviced at required frequency as detailed in manufacturer's manual (approximately annually depending on use). ▪ Weekly/monthly maintenance checks carried out as detailed in manual eg tyres, brakes, seating 	

<p>Charging in common area/means of escape resulting</p>	<p>Employees, customers, visitors</p>	<p>Slips, trips and falls as a result of trailing cables</p> <p>Fire due to electrical fault during charging</p>	<ul style="list-style-type: none"> ■ Charging must not be carried out in a common area means of escape ■ Charging must be carried out in customer's flat or in designated area behind a fire resistant door (it may be necessary to consider reasonable adjustments to ensure compliance with the Equality Act) ■ Charging must be carried out in accordance with the manufacturer's instructions ■ Scooters must only be charged for the manufacturer's recommended time and not left on permanent charge ■ Charger must be compatible with the battery/scooter model ■ Charging equipment must have an annual portable appliance test to ensure it is maintained in a fit state. 	
<p>Unsafe use</p>	<p>Employees, customers, visitors</p>	<p>Injury due to unsafe operation</p> <p>Injury due to contact with moving vehicle</p> <p>Injury due to use of mobility scooter in inappropriate manner</p>	<ul style="list-style-type: none"> ■ Scooter user advised to seek training in safe operation and maintenance including charging – The owner/user is responsible for ensuring they understand how to operate the scooter safely with consideration for others ■ Keep to footpaths and keep off uneven ground 	

Unauthorised use	Employees, customers, visitors	Loss, damage to scooter Loss, damage to scheme	<ul style="list-style-type: none"> ▪ Scooter users are responsible for ensuring that the keys are removed from the scooter to prevent unauthorised use 	
Damage to property	Employees, customers, visitors	Loss, damage to scooter and development	<ul style="list-style-type: none"> ▪ As for Unsafe use above ▪ Scooter user must ensure appropriate insurance in place including provision for liability insurance in case of damage to building or injury involving people who may be living or visiting the development. Users without insurance cover will be personally liable for all costs ▪ A current insurance certificate must be provided to the development manager. 	
Damage to Pods	Employees, customers, visitors	Loss, damage to scooter and Pod	<ul style="list-style-type: none"> ▪ As for unsafe use above ▪ As for damage to property above ▪ Children not to play in pods ▪ Pods to be left secure when not in use 	

<i>Add additional local significant hazards if applicable</i>			<i>Detail control measures in place to reduce the risk</i>	
Training Requirements <ul style="list-style-type: none"> ▪ Advise customer it is their responsibility for ensuring they can maintain, charge and use their mobility scooter safely 				
Detail the overall risk rating taking into account the above risk control measures that are implemented and maintained (High/Medium/Low)				
<p>NB Where the risk rating is High efforts must be made to reduce the risk. Actions must be prioritised and detailed on the Risk Assessment Action Plan.</p> <p>Where the risk rating is Medium consideration must be given as to whether the risks can be lowered. Actions identified must be detailed on the Risk Assessment Action Plan</p> <p>Where the risk rating is Low no additional controls are required but arrangements should be in place to ensure that the controls are maintained.</p>				

RISK ASSESSMENT – Appendix 1

Comments:

The attached risk assessment provides an overview of hazards, risk and the control measures that should be implemented to allow safe working and use of mobility scooter. It should be noted that all employees must assess risk on an on-going basis and where necessary introduce additional controls or stop use of scooter until further advice has been received.

To be completed by the Line Manager and Senior Manager:

I consider this risk assessment to be suitable and sufficient to control the risks to health and safety of both employees and other persons who may be affected by the storage and use of the mobility scooter.

Name(s):

Job Title(s):

Signature:

Date:

Name(s):

Job Title(s):

Signature:

Date:

To be completed by the employee:

I understand this risk assessment and consider it to be suitable and sufficient to control the risks to my health and safety and other persons who may be affected by the storage and use of the mobility scooter. I agree that I will follow the procedures that have been put in place for my safety and safety of others. I will inform my line manager of any additional hazards that arise as soon as possible to make sure that further measures can be considered to reduce the risks to my health and safety and those of all customers and visitors.

Employee name	Location	Signature	Date

To be completed by the customer:

I confirm that this risk assessment has been explained to me and consider it to be suitable to control the risks to my health and safety and other persons who may be affected by the storage, use and charging of mobility scooters. I agree that I will follow the procedures that have been put in place for my safety and other's safety. I will inform Places for People of any additional hazards that arise as soon as possible to make sure that further measures can be considered to reduce the risks to my safety and other's safety.

Customer name	Address	Signature	Date

RISK ASSESSMENT ACTION PLAN

RISK ASSESSMENT FOR:

Managers must ensure that risk assessments record all significant risks relevant to the role, activity or workplace. Where further control measures are required to reduce the risk to allow safe working a prioritised Action Plan must be completed and where necessary the activity stopped until actions have been completed.

Hazard	Current Risk Rating (H,M,L)	Action Required	Responsible Person	Target Date	Date Completed	Risk Rating When Actions Complete (H,M,L)

Appendix 2

Affordable Housing

Mobility Scooter Request Form

Customer Name

Address

Date of Enquiry

Classification of Scooter
*(Class 3 not permitted within
the development)*

**Does the customer have
evidence that a mobility
scooter is required?**

YES / NO

**Will the scooter be
stored/charged in the
customer's flat?**

YES / NO

**Is there currently any
storage/charging space
available in the designated
area?**

YES / NO / NA

**The customer agrees to the
terms and conditions for the
storage / charging / use of
scooters within the
development?**

YES / NO

Request Outcome	APPROVED / DENIED
Reason	<i>If applicable include reference to OT recommendation</i>
Date Customer Advised	
Staff Signature	

Appendix 3

Affordable Housing

<h3>Mobility Scooter Contract</h3>
<p>I,, of Flat Number, understand that:</p> <ul style="list-style-type: none"> ▪ I am liable for the cost of any damage I cause to the building fabric, furnishings and persons whilst using my mobility scooter on your property ▪ I must have appropriate insurance cover in place for the use/storage and charging of my mobility scooter ▪ Mobility scooters that are used /stored and charged within developments must only be done so within the designated areas

- Mobility Scooters that are charged within developments storage facilities must have a current portable appliance test
- Mobility scooters must only be used around the development to and from the designated area to outside, and vice versa
- I must observe a speed limit equivalent to a slow walking pace
- When stored in a flat the mobility scooter must not prevent a means of escape or entry
- I must make sure that my mobility scooter is charged and maintained in accordance with the manufacturer's instructions to guarantee safe operation
- I must make sure my mobility scooter is free from mud/dirt when in the development
- I will not leave any items stored in the mobility scooter while it is being stored or charged in the development
- I am liable for the communal storage and electricity charge of **£5.00 per month (subject to annual review)** *Not applicable for those storing and charging scooters within their flat.*
- **I am liable for scooter pod rental and annual PAT testing at £18.20 per month (subject to annual review)**
- We cannot be held responsible for any damage to mobility scooters whilst stored on our property (indoors or outdoors)
- We cannot guarantee secure external storage facilities for those mobility scooters that cannot be accommodated within developments

Designated Area for Storage	
Designated Area for Charging	

Customer Signature	
Staff Authorisation	
Staff Name	
Job Title	
Date	

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Class 1 covers manual wheelchairs.



Class 1

Manual wheelchairs

Without electric motors

Domestic indoor use

Use permitted within developments

Class 2 applies to machines designed for use on the pavement travelling at speed of up to 4 mph. They may also be used on the road to cross from one pavement to another or where no pavement is available. This class also applies to foldable scooters and electric wheelchairs (as long as they do not exceed 4 mph).



Class 2

Powered scooter (includes foldable scooters & electric wheelchairs)

Maximum legal speed limit 4mph

Outdoor use – pavements or

Class 3 applies to machines that can be used both on the pavement where, like class 2 vehicles, they are limited to 4 mph, and on the road where they can travel up to 8 mph.

Class 3 vehicles are required by law to be registered with the DVLA for road use. These vehicles will be licensed in the disabled taxation class and display a nil duty tax disc.

Class 3 vehicles, or any vehicles longer than 1200mm or wider than 700mm **are not permitted** to be stored inside developments or flats, as they are road-going vehicles and difficult to accommodate safely.



Class 3

Powered scooter – front and rear lights, indicators/hazards, horn, rear view mirror, brakes.

Maximum legal speed limit 8mph

